1

Digital Empowerment Community of Austin

John Speirs, Program Manager

Background and the Digital Inclusion Strategic Plan

- Adoption of Plan by City Council
  - One year to plan and build engagement capacity

- Applied to focus on design thinking in year one
  - Following up on the Digital Inclusion Steering Committees' work to develop the plan

Scanning Phase: Discovery

Objectives:

1. Understand the experience of service providers in Austin
2. Include the voice of direct client staff who provide services to Austin residents on a daily basis.

Program Dimensions: Insights

- Audience
  - Age, Employment
  - Language, Transportation
  - Client location, accessibility
- Learning Environment
  - Trainers, Languages Offered
  - Registration or Open Access
- Learning Engagement & Activities
  - Attendance Tracking
  - Formality of Instruction
- Content & Relevancy
  - Feedback & Assessments
  - Certifications

Priority Goals: Business Plan

- Digital Inclusion Business Plan and Priority Initiatives
  - Create a Pool of Program Instructors (Medium Term)
  - Leverage Existing Alternative Transportation Outreach Programs (Long Term)
  - Develop City-Wide Wi-Fi (Long Term)
  - Create a Technical Assistance Hotline (Short Term)

Working Groups

- DECA Capacity
  - Awareness
  - Collaboration
  - Volunteerism
- Curriculum Standards
  - Topics
  - Standards
- TechHire
  - Playbook
  - Employer Engagement

Facilitation Goals for 2018

- Facilitate Networking among Digital Inclusion Interested Organizations
- Provide a Front Door to Co-Participation in Setting the Digital Inclusion Strategy for the City of Austin
- Encourage Development of Nonprofits Working Towards Digital Inclusion
- Explore opportunities to heighten the Digital Inclusion vision and alignment to other ecosystems

Thank you!

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